

**Space may be limited; please call ahead to reserve your seat!**

Monday	Tuesday	Wednesday	Thursday	Friday
				1 <b>Cornell Meet the Employer</b> 1:00 – 2:30 pm
4 <b>Training Options</b> 9:00 – 10:00 am	5	6 <b>Template Resumes 101</b> 1:00 – 2:30 pm	7 <b>How to Deal with Difficult Customers</b> Held at: TC3 Biz Extension Center 1:00 – 4:00 pm	8
11 <b>Holiday Office Closed</b>	12	13	14 <b>Resume Review Workshop</b> 1:00 – 2:30 pm	15 <b>Online Interview Prep</b> <b>How to Get Started in 5 Steps</b> 9:30 – 11:30 am
18 <b>Training Options</b> 9:00 – 10:00 am  <b>Civil Service Workshop</b> 1:00 – 2:00 pm	19	20 <b>HardHat Workforce Solutions Recruitment</b> 9:30 am – 12:30 pm  <b>Tips for Job Hunters Over 50</b> 10:00 am – 12:00 pm	21	22
25	26	27 <b>Work &amp; Training Options</b> 2:00 – 3:00 pm  <b>WISE Choice!</b> 3:00 – 4:30 pm	28 <b>Holiday Office Closed</b>	29 

*All workshops are offered at no cost to you and will be held at the Career Center unless otherwise indicated. However, space is limited and registration is required. Please call (607) 272-7570 ext. 118 or register at the front desk. Tompkins Workforce is an Equal Opportunity Employer/Employment Service.*

## **WORKSHOP DESCRIPTIONS**

### **Cornell University Meet the Employer Session: Friday, Nov. 1<sup>st</sup>, from 1:00 – 2:30 pm**

A Human Resources representative will discuss job search tips, the application process, and general information about working at Cornell University

### **Training Options: Mondays, Nov. 4<sup>th</sup> or Nov. 18<sup>th</sup>, from 9:00 – 10:00 am**

This orientation will cover the information needed to possibly obtain funding for training. If eligible, we have up to \$5,000 that we could put towards training in your lifetime. We will cover eligibility, training program information, and career research along with employment goals. **Please bring a resume and valid identification card (ie. driver's license or photo id)**

### **Template Resumes 101: Wednesday, Nov. 6<sup>th</sup>, from 1:00 – 2:30 pm**

Everyone should have a resume. Don't know where to start? Learn the important dos and don'ts of resume writing, when and why to use a chronological or functional resume, and how to turn your resume into a "sales brochure." Information about how to prepare cover letters will also be included

### **How to Deal with Difficult Customers: Thursday, Nov. 7<sup>th</sup>, from 1:00 – 4:00 pm**

To Be Held at: TC3 BIZ Extension Center, 118 N. Tioga St., Ithaca, NY 14850

Interactive classroom workshop with discussions, lecture, individual/group exercises, and skill practice. This program will enable participants to deliver superior levels of customer service to difficult customers in person, by telephone and in writing. This workshop will cover: dealing with prickly customers, making it all about the customer, the mechanics of excellent service experiences, how to defuse and de-escalate, as well as understanding and preventing snippy customer service

### **Resume Review Workshop: Thursday, Nov. 14<sup>th</sup>, from 1:00 – 2:30 pm**

RESUME PEER REVIEW. Bring a paper copy of your finished resume to be reviewed by your peers and staff. You'll be amazed at all the positive suggestions you'll leave with

### **Online Interview Prep – How to Get Started in 5 Steps: Friday, Nov. 15<sup>th</sup>, from 9:30 – 11:30 am**

A workshop that provides information about the [nysdol.interviewstream.com](http://nysdol.interviewstream.com). Providing customers with 5 steps to getting started with a free account, accessing over 7000+ job/industry specific questions, practicing interviewing from mobile devices, and many more

### **Civil Service Workshop: Monday, Nov. 18<sup>th</sup>, from 1:00 – 2:00 pm**

Learn how to look up exam and vacancy information for various forms of government jobs. We'll look at the application process and provide an understanding of navigating the process

### **HardHat Workforce Solutions Recruitment: Wednesday, Nov. 20<sup>th</sup>, from 9:30 am – 12:30 pm**

Solar Array Installers – Temporary

Rate of pay \$14.00 - \$19.00 Hourly

For more information: <https://www.callhardhat.com/jobs.php>

or send resume by email to: [bbrooks@callhardhat.com](mailto:bbrooks@callhardhat.com)

### **Tips for Job Hunters Over 50: Wednesday, Nov. 20<sup>th</sup>, from 10:00 am – 12:00 pm**

Mature Workers face challenges in the job search market, such as age discrimination. Have you ever been called "overqualified"? Do you feel you are being stereotyped? Discussion topics will include myths and stereotypes about the older worker, ways to overcome them and changes in job search methods and materials

### **Work and Training Options: Wednesday, Nov. 27<sup>th</sup>, from 2:00 – 3:00 pm**

This workshop will introduce three of the options available to job seekers. We offer funding for classroom or online training, a Transitional Jobs program for those who have been out of the workforce or have an unstable work history, and an On The Job training program for those who are almost qualified for the job they want, but lack some of the required skills. We will cover the basics of each option, eligibility, and plan for next steps. Please bring your photo ID and appointment availability

### **WISE Choice!: Wednesday, Nov. 27<sup>th</sup>, from 3:00 – 4:30 pm**

For people who are age 18 through 64 and receive Social Security Disability benefits. Work Incentives Seminar Event (WISE) webinars can help you and your family members learn about the Ticket to Work Program and available Work Incentives through accessible learning opportunities. Customers can call our office 2 weeks in advance for topic information